COMPASS Pilot and Release 1

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Agenda

- ▶ COMPASS Overview
 - COMPASS Objectives
 - COMPASS Roadmap
- ► COMPASS Pilot
 - Scope
- ► COMPASS Release 1
 - Scope
 - Functionality review
 - Implementation strategies
 - Training requirements
 - Communication recommendations

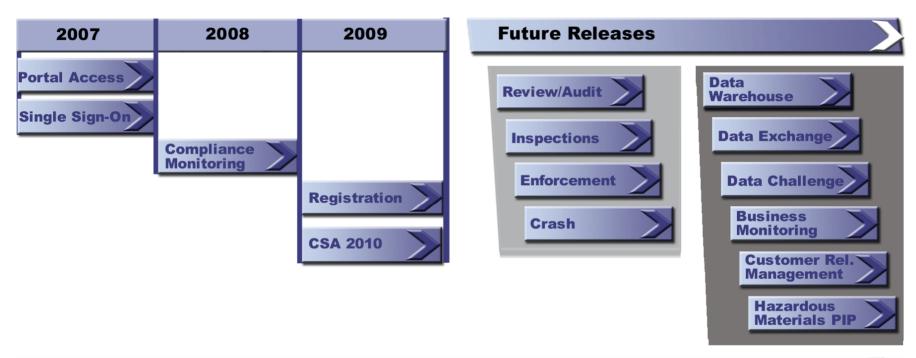
COMPASS Objectives

- ► Improve data accessibility through simple sign-on and easier navigation
- ► Improve data consistency through database consolidation and integration
- ► Simplify data capturing and information reporting
- ► Increase productivity and efficiency by better integrating our information technology with our business processes
- ► Enable better policy and program decisions through improved data quality
- ► Reduce costs for operations and maintenance through consolidation and implementing industry best practices

Themes from Previous IT Workshop

- ► Connectivity Issues
 - Multiple user names and passwords
 - Session time-out
 - Availability
- ► Integration / Consolidation of Applications
 - Which application to use when
- ▶ Data Quality
 - Standardization, edit checks
- **►** Flexibility

COMPASS Roadmap



Information Management Authority/Conceptual Data Model/Enterprise Database/Metadata Repository



Pilot Scope

► Federal Program Managers

- Select Carrier for Compliance Review and assign Safety Investigators to perform the review
- Access MCMIS existing system without additional login to perform other job functions

► Registered Carriers

- View company information specific to the Carrier including crashes, inspections, reviews and closed enforcement cases
- Access DataQs existing system without additional login to challenge information

Release 1 Scope

- Assign Review
- ► Assign Safety Audit
- View company information
- ► Print / download Company Safety Profiles
- Automated accounts management and role assignment
- ► Single Sign-on to MCMIS, EMIS, L&I, and DataQs
- Context sensitive online help
- ➤ Online access to training materials
- ► Online survey and user feedback tools

Detailed Requirements Gathering

- ► FPM Working Group
 - FMCSA divisions; state representative
 - Two day workshop of facilitated breakout sessions
 - Web meetings to review user stories and process flows
- ► Telephone interviews with other stakeholders
- ► Teleconferences conducted with various carrier representatives
- ► FMCSA COMPASS Team member meetings

User Stories: your input is needed!

Release 1 Functionality – Assignments

- ➤ Able to make assignments for all review types including Safety Audits
- ► Able to customize a default view per user for viewing carriers and performing assignments
- ► Able to maintain comments regarding the assignment
- ► Able to select a reason for the assignment
- ► Able to set a due date for the assignment
- ► Able to assign one Safety Investigator to multiple Carriers for review at once
- ► Able to view existing assignments for all Review types and New Entrant and Mexican Safety Audits

Release 1 Functionality – View Company Information

- ► Allows FMCSA internal users to view the same information about a company that an authorized company user can view
- ► Allows both internal users and registered company users to print or download a Company Safety Profile
 - Accessible on an as needed basis
 - No fee
 - Companies may only download their own safety profile

Release 1 Functionality – Online Help

- ► Provides context sensitive online help
- ► Content is tailored to COMPASS portal user type
- ► Includes:
 - Task oriented instructions
 - Term definitions

Release 1 Functionality – Training, Survey, & Feedback

► Training Materials

- Downloadable
- Online
- Accessible by potential portal users

► Survey

- Brief series of survey questions specific to portal experience
- Available upon system logout when having not been completed within the last 60 days

▶ User Feedback

 Automated mechanism for providing general feedback about to portal to portal administrators

Release 1 Functionality – Accounts Management

► Accounts Management

- Automates the registration process
- Automates password reset and account unlock requests
- Registers users for both COMPASS and legacy systems
- Everyone is to re-register through COMPASS
- Organization Coordinator is the internal Approver
- Authorized User is the registered public Approver

► Roles

- By functionality not title
- Organization Coordinators / Authorized Users are able to assign and remove roles via the portal

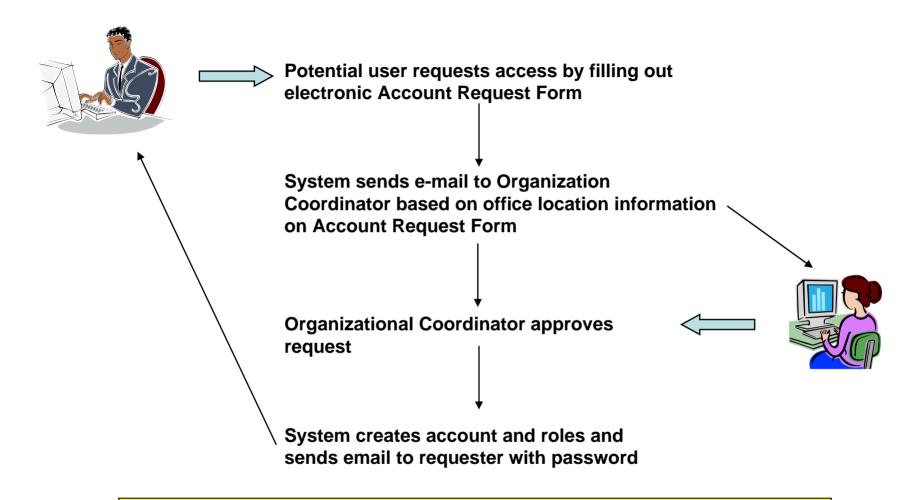
Everyone is to re-register through COMPASS!

Release 1 Accounts Management

Accounts Management is now Self Service!

- ▶ No paper forms
- ▶ No Faxes
- ► Able to choose Username
- ► Automated password reset
- ► Automated account unlock
- Registered users able to request additional COMPASS roles online
- Organization Coordinators able to add or remove roles online for already registered users

Re-Registration Process



Everyone is to re-register through COMPASS!

Re-Registration Process – Internal User Request

- ► Access electronic Account Request Form from FMCSA Home Page
 - Enter required information:

Requested username, full name, email address, answers to 3 security questions, telephone number

- Enter e-authentication user name if exists
- Enter requests for COMPASS roles and existing system access
- Acknowledge Rules of Behavior has been completed
- Acknowledge training materials have been reviewed
- Submit Account Request Form on-line
- Receive email notification account request has been received

Re-Registration Process – Organization Coordinators

- Organization Coordinator receives notification of an account request
 - Email notification
 - Alert within Portal
- ▶ Organization Coordinator approves request
 - Account is created with requested COMPASS roles
 - Requests for existing system access routed to FMCSA TechSupport for manual processing.
 - Email notification is sent to requester which includes a one time use password
- Organization Coordinator disapproves request
 - Enters reason for disapproval
 - Email notification is sent to requester which includes reason for disapproval

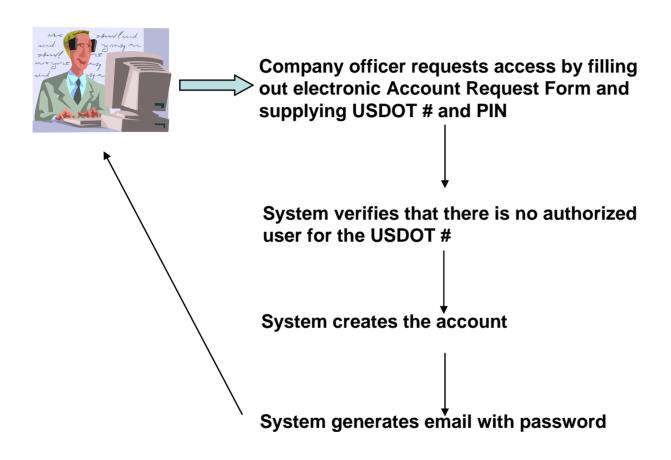
Re-Registration Process – Approved Internal User

- ▶ Requester receives one time use password via email
- ▶ Requester logs in to COMPASS Portal using requested username and one time use password
- ► Requester resets password online as one time use password has expired
- ▶ Requester has access to components within the COMPASS Portal based on approved roles

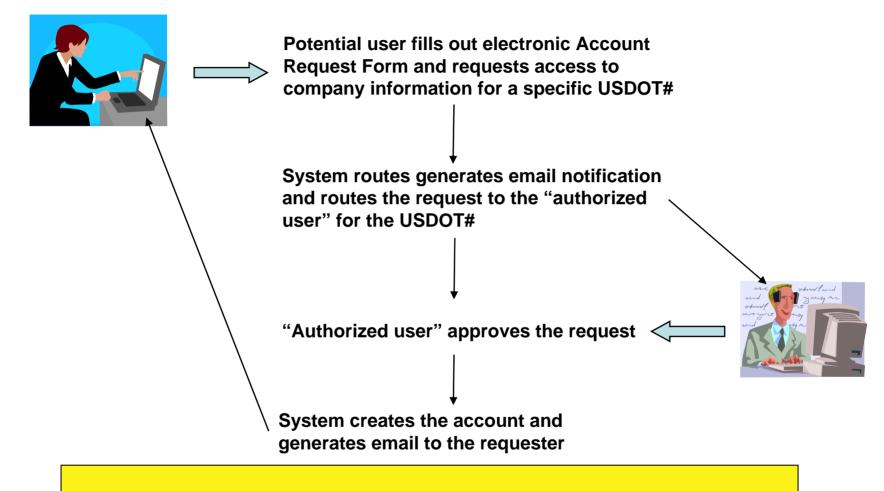
Re-Registration Process – Access to Company Information

- ▶ Totally automated process
- ▶ Officer of the company will become "authorized user" by using PIN received from FMCSA
- "Authorized user" will manage who has access to the company information
 - Interested party electronically requests access to company information
 - Authorized user approves or denies request
- ► Chief Accounts Officer has ability to reset "authorized user" when necessary

Authorized User Registration



Access to USDOT# Request



Company Officer manages who has access to company information

Re-Registration Process – Roles

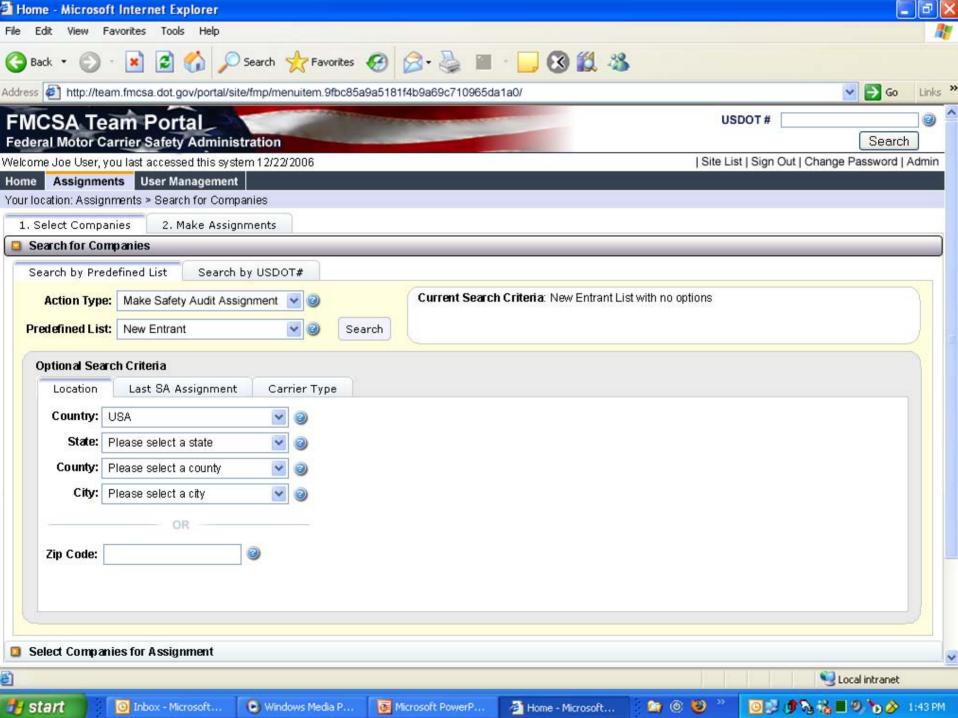
- Chief Accounts Officer
 - Approves Organization Coordinators
 - Overrides "authorized user" for USDOT# when necessary
- Organization Coordinator
 - One per FMCSA office location
 - One per MCSAP state partner office location
 - Approves all account requests for individuals in their location
 - Approves all account requests for individuals in any other location in their division
- ▶ Point of Contact
 - One per other location within the division with FMCSA system users
 - Pre-approves account requests for individuals in their location
- Authorized User for USDOT#
 - One per USDOT#
 - Approves all requests for access to information for the USDOT#

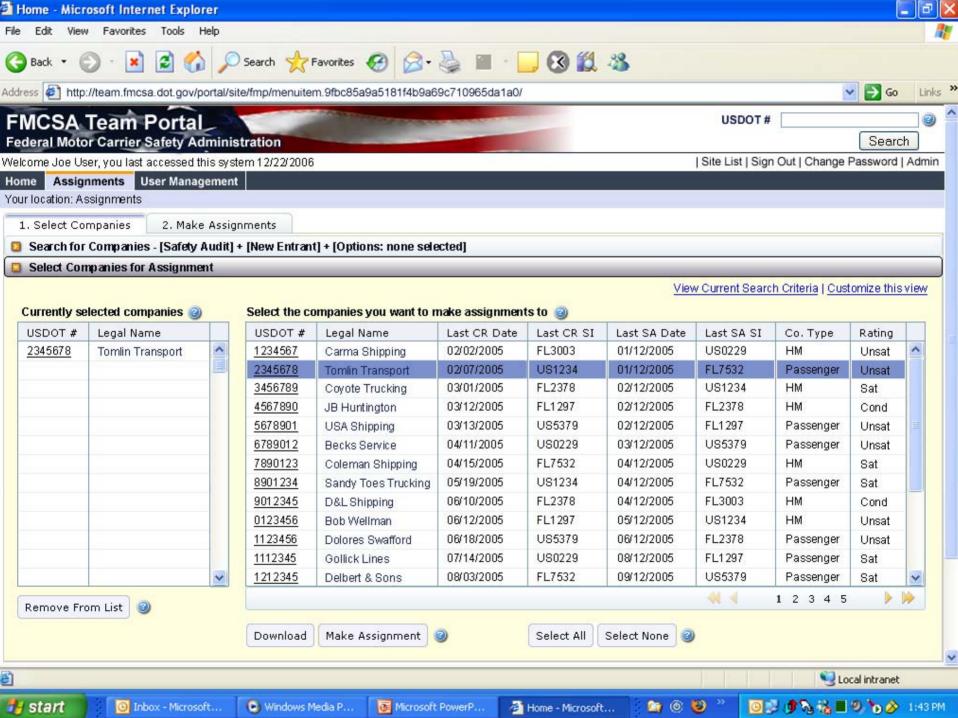
Re-Registration Process – Roles

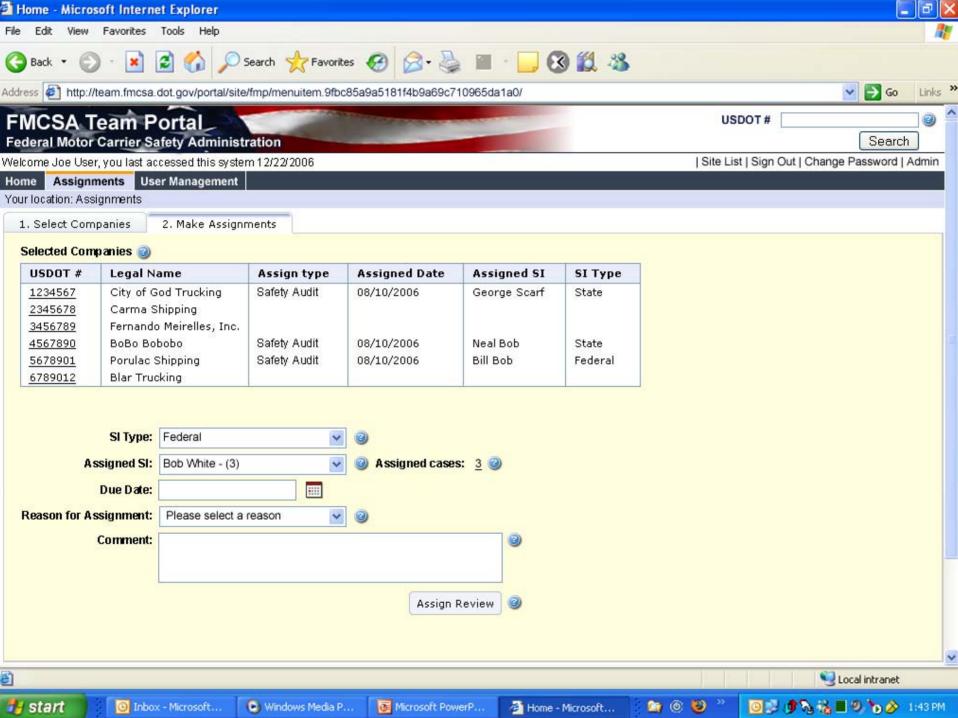
- ▶ Assign Review
 - Allows users to make any type of Review assignment within a specific division
- ► Assign Review Designated to the State
 - Allows users to make Review assignments to companies that have a Review assignment type of State within a specific division
- Assign New Entrant Safety Audit
 - Allows users to make any type of Safety Audit assignment within a specific division
- ► Assign New Entrant Safety Audit Designated to the State
 - Allows users to make Safety Audit assignments to companies that have a Safety Audit assignment type of State within a specific division
- ► Assign New Entrant Safety Audit Designated to the 3rd Party
 - Allows users to manage Safety Audit assignments with an assignment type of Contractor
- View Company Information
 - Allows users to view and download company information
- ► FMCSA Technical Support
 - Allows the user with this role to perform functionality required to support responding to problem reports from users
- ► View User Survey
 - Allows the user with this role to view survey results and download these results in Excel format

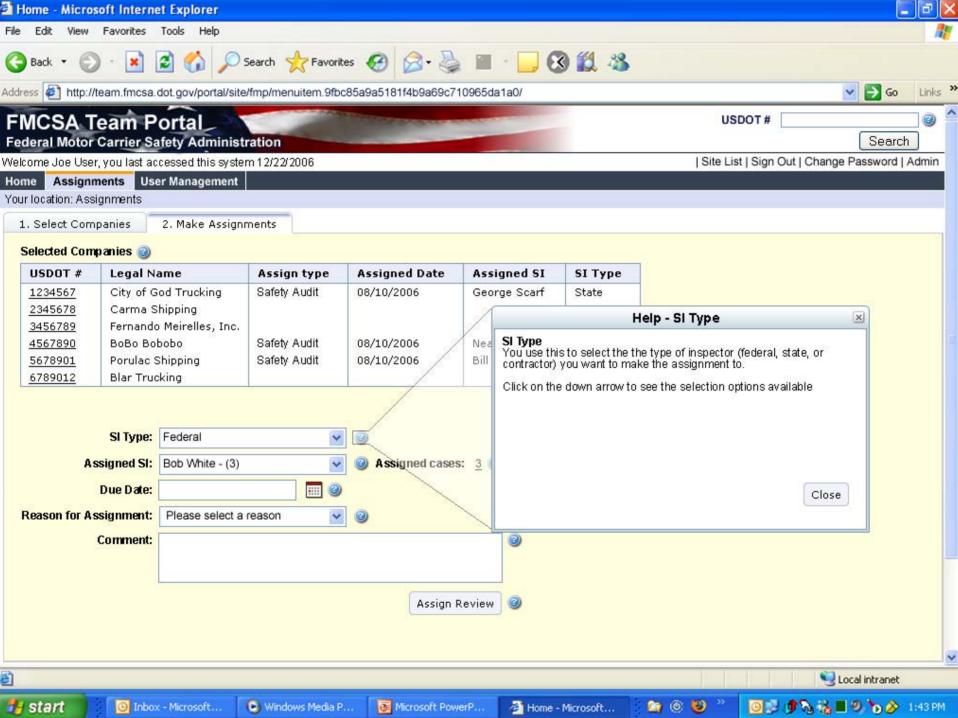


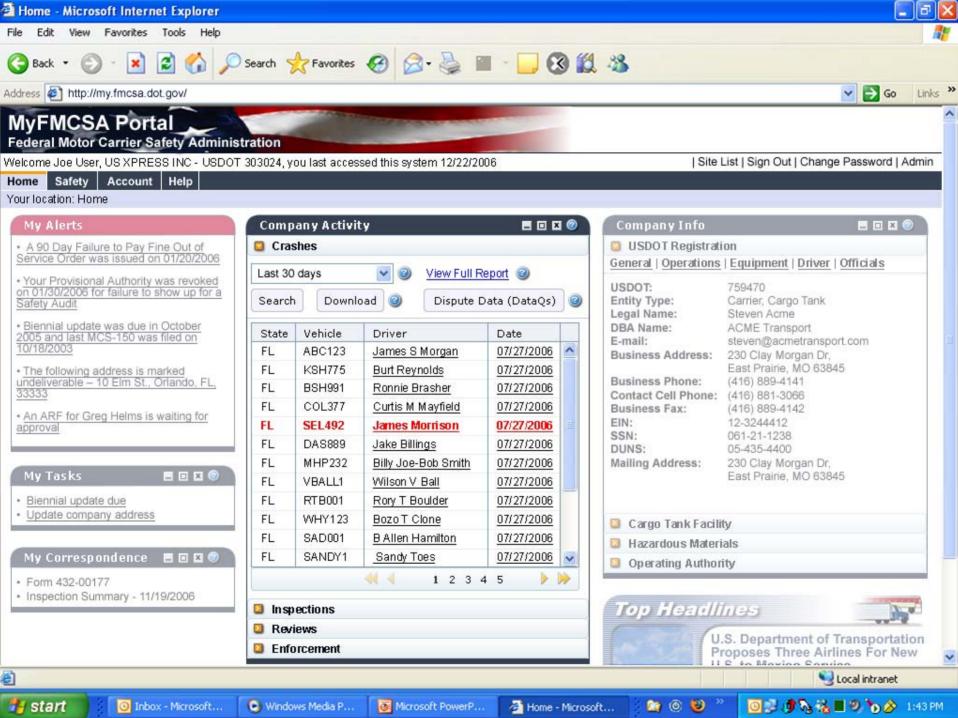


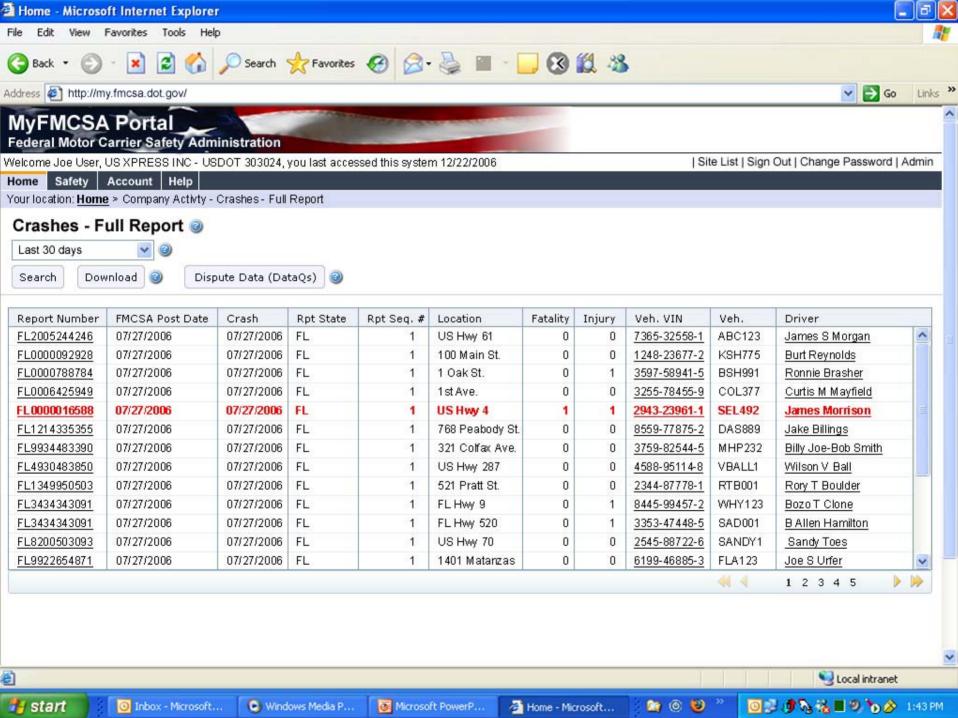


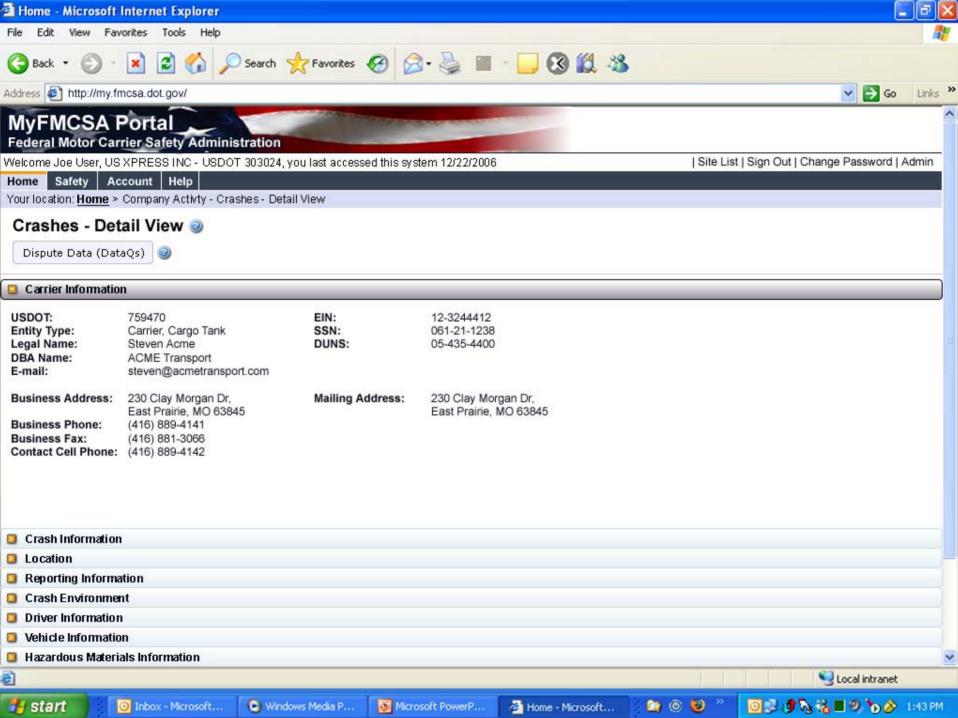












Discussion

- ► Re-registration
 - Implementation strategies
 - Training requirements
 - Communication recommendations
- ► Release 1 look and feel

For More Information

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